

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 1-3, 5, 9, 11, 13-15, 17, 21, 23, 29, 31-35, 44, 56, and 60, as follows.

Listing of Claims:

1 1. **(currently amended)** A method of selecting a resource for a
2 work item, comprising:
3 determining by processor available resources that possess skills
4 needed by the work item;
5 for each of the determined resources, determining by processor a
6 business value of having the resource service the work item, the business
7 value being a measure of qualification of the resource for servicing the
8 work item based on skills of the resource and skill requirements of the
9 work item;
10 for each of the determined resources, determining by processor a
11 value to the resource of servicing the work item, the value to the resource
12 being a measure of how serving the work item by the resource helps or
13 hurts goals of the individual resource, wherein the goals of the resource
14 include per-skill time-allocation goals of the resource; and
15 selecting by processor a determined resource that has a best
16 combined value of the business value and the value to the resource, to
17 serve the work item.

1 2. **(currently amended)** The method of claim 1 wherein:
2 determining by processor a business value comprises
3 determining by processor the business value weighted by a
4 business value weight corresponding to the work item;
5 determining by processor a value to the resource comprises
6 determining by processor the value to the resource weighted by a

7 resource value weight corresponding to the work item; and
8 selecting by processor comprises
9 selecting by processor a determined resource that has a best
10 combined value of the weighted business value and the weighted value to
11 the resource.

1 3. **(currently amended)** The method of claim 2 wherein:
2 determining by processor a business value comprises
3 determining by processor a weighted business value as a product
4 of (a) the business value weight corresponding to the work item and (b) a
5 sum of products of a level of each said needed skill of the resource and a
6 weight of said needed skill of the work item; and
7 determining by processor a value to the resource comprises
8 determining by processor a weighted resource treatment value as a
9 product of (c) a resource treatment weight corresponding to the work item
10 and (d) a sum of products of each treatment of the resource and a weight
11 of said treatment of the resource.

1 4. **(original)** The method of claim 3 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

1 5. **(currently amended)** The method of claim 4 wherein:
2 selecting by processor comprises
3 selecting by processor the determined resource that has a highest
4 sum of the weighted business value and the weighted resource treatment
5 value.

1 6. **(original)** The method of claim 3 wherein:
2 the resource treatments of a resource comprise a time since the

3 resource became available and a time that the resource has not spent
4 serving work items.

1 7. **(original)** The method of claim 6 wherein:
2 the treatments of the resource further comprise a measure of an
3 effect that serving of the work item would have on a goal of the resource.

1 8. **(original)** The method of claim 7 wherein:
2 the measure of the effect comprises a difference between (a) a
3 distance of an actual allocation of worktime of the resource among skills
4 from a goal allocation of the worktime of the resource among the skills and
5 (b) a distance of an estimated allocation of the worktime of the resource
6 among the skills if the resource serves the work item from the goal
7 allocation.

1 9. **(currently amended)** A method of selecting a resource for a
2 work item, comprising:
3 determining by processor available resources that possess skills
4 needed by the work item;
5 for each of the determined resources, determining by processor a
6 business value comprising a sum across all skills of a product of a skill
7 level of the resource in the skill and a skill weight of the work item for the
8 skill;
9 for each of the determined resources, determining by processor a
10 resource treatment value, the resource treatment value being a measure
11 of how the resource is meeting goals of the individual resource, the
12 resource treatment value comprising a sum across all of a plurality of
13 resource treatments of a product of a value of the resource for the
14 resource treatment and a weight of the work item for how much weight
15 said resource treatment has relative to others of the resource treatments

16 and how much weight the resource treatments have relative to a different
17 weight of the business value; and
18 selecting by processor a determined resource that has a best
19 combined score of its business value and its resource treatment value, to
20 serve the work ~~item~~item.

1 10. **(original)** The method of claim 9 wherein:
2 the resource treatments of a resource comprise a time since the
3 resource became available, a time that the resource has spent not serving
4 work items, and a measure of an effect that serving the work item would
5 have on a goal of the resource.

1 11. **(currently amended)** The method of claim 9 wherein:
2 determining by processor a business value comprises
3 determining by processor a scaled business value comprising the
4 business value scaled by a first scaling factor that is common to all of the
5 determined resources;
6 determining by processor a resource treatment value comprises
7 for each resource treatment, determining by processor a scaled
8 value of the resource comprising the value of the resource for that
9 resource treatment scaled by a scaling factor that is common for that
10 resource treatment to all of the determined resources, and
11 determining by processor a scaled resource treatment value
12 comprising a sum, scaled by a second scaling factor that is common to all
13 of the determined resources, across all resource treatments of a product
14 of the scaled value of the resource for the resource treatment and a
15 weight of the work item for the resource treatment; and
16 selecting by processor comprises
17 selecting by processor a determined resource that has a best sum
18 of its scaled business value and its scaled resource treatment value to

19 serve the work item.

1 12. **(original)** The method of claim 11 wherein:
2 each scaling factor comprises a fraction having in its denominator a
3 maximum value of the value to which said scaling factor applies of any of
4 the resources.

1 13. **(currently amended)** A method of selecting a work item for a
2 resource, comprising:

3 determining by processor available work items that need skills
4 possessed by the resource;

5 for each of the determined work items, determining by processor a
6 business value of having the resource service the work item, the business
7 value being a measure of qualification of the resource for servicing of the
8 work item based on skills of the resource and skill requirements of the
9 work item;

10 for each of the determined work items, determining by processor a
11 value to the work item of being serviced by the resource, the value to the
12 work item being a measure of how the work item is meeting goals of the
13 individual work item, wherein the goals of the work item include how long
14 the work item has been waiting for service, how long the work item may
15 have to wait for service, and how much the work item has exceeded its
16 target wait time; and

17 selecting by processor a determined work item that has a best
18 combined value of the business value and the value to the work item to be
19 served by the resource.

1 14. **(currently amended)** The method of claim 13 wherein:
2 determining by processor business value comprises
3 determining by processor the business value weighted by a

4 business value weight corresponding to the work item;
5 determining by processor a value to the work item comprises
6 determining by processor the value to the work item weighted by a
7 work item value weight corresponding to the work item; and
8 selecting by processor comprises
9 selecting by processor a determined work item that has a best
10 combined value of the weighted business value and the weighted value to
11 the work item.

1 15. **(currently amended)** The method of claim 14 wherein:
2 determining by processor a business value comprises
3 determining by processor a weighted business value as a product
4 of (a) the business value weight corresponding to the work item and (b) a
5 sum of products of a level of each said needed skill of the resource and a
6 weight of said needed skill of the work item; and
7 determining by processor a value to the work item comprises
8 determining by processor a weighted work item treatment value as
9 a product of (c) a work item treatment weight corresponding to the work
10 item and (d) a sum of products of each treatment of the work item and a
11 weight of said treatment of the work item.

1 16. **(original)** The method of claim 15 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

1 17. **(currently amended)** The method of claim 16 wherein:
2 selecting by processor comprises
3 selecting by processor the determined work item that has a highest
4 sum of the weighted business value and the weighted work item treatment
5 value.

1 18. **(previously amended)** The method of claim 21 wherein:
2 the work item treatments of a work item comprise a time that the
3 work item has been waiting for service and an estimated time that the
4 work item will have to wait for service.

1 19. **(previously amended)** The method of claim 18 wherein:
2 the work item treatments of a work item further comprise a time by
3 which the work item has exceeded its target wait time.

1 20. **(original)** The method of claim 18 wherein:
2 the estimated wait time that the work item will have to wait for
3 service comprises a product of (a) a ratio of a total number of work items
4 waiting for service and an average number of work items waiting for
5 service and (b) a sum of average wait times of individual said needed
6 skills each weighted by a ratio of the weight of said individual skill and a
7 sum of the weights of the needed skills.

1 21. **(currently amended)** A method of selecting a work item for a
2 resource, comprising:
3 determining by processor available work items that need skills
4 possessed by the resource;
5 for each of the determined work items, determining by processor a
6 business value comprising a sum across all skills of a product of a skill
7 level of the resource in the skill and a skill weight of the work item for the
8 skill;
9 for each of the determined work items, determining by processor a
10 work item treatment value, the work item treatment value being a measure
11 of how the work item is meeting goals of the individual work item, the work
12 item treatment value comprising a sum across all of a plurality of work

13 item treatments of a product of the value of the work item for the work item
14 treatment and a weight of the work item for how much weight said work
15 item treatment has relative to others of the work item treatments and how
16 much weight the work item treatments have relative to a different weight of
17 the business value; and
18 selecting by processor a determined work item that has a best
19 combined score of its business value and work item treatment value, to be
20 served by the resource.

1 22. **(original)** The method of claim 21 wherein:
2 the work item treatments of a work item comprise a time that the
3 work item has spent waiting to be serviced, an estimated time that the
4 item will spend waiting to be serviced, and a time by which the work item
5 has exceeded its target waiting time.

1 23. **(currently amended)** The method of claim 21 wherein:
2 determining by processor a business value comprises
3 determining by processor a scaled business value comprising the
4 business value scaled by a first scaling factor that is common to all of the
5 determined work items;
6 determining by processor a work item treatment value comprises
7 for each work item treatment, determining by processor a scaled
8 value of the work item comprising the value of the work item for that work
9 item treatment scaled by a scaling factor that is common for that work item
10 treatment to all of the determined work items, and
11 determining by processor a scaled work item treatment value
12 comprising a sum, scaled by a second scaling factor that is common to all
13 of the determined work items, across all work item treatments of a product
14 of the scaled value of the work item for the work item treatment and a
15 weight of the work item for the work item treatment; and

16 selecting by processor comprises
17 selecting by processor a determined work item that has a best sum
18 of its scaled business value and its scaled work item treatment value, to
19 be served by the resource.

1 24. **(original)** The method of claim 23 wherein:
2 each scaling factor comprises a fraction having in its denominator a
3 maximum value of the value to which said scaling factor applies of any of
4 the work items.

1 25. **(previously canceled)**

1 26. **(previously canceled)**

1 27. **(original)** An apparatus comprising a processor that executes
2 instructions to effect the method of one of claims 1-24.

1 28. **(previously amended)** An apparatus for selecting a resource
2 for a work item, comprising;
3 means for determining available resources that possess skills
4 needed by the work item;
5 means for determining, for each of the determined resources, a
6 business value of having the resource service the work item, the business
7 value being a measure of qualification of the resource for servicing the
8 work item based on skills of the resource and skill requirements of the
9 work item;
10 means for determining, for each of the determined resources, a
11 value to the resource of servicing the work item, the value to the resource
12 being a measure of how serving the work item by the resource helps or

13 hurts goals of the individual resource, wherein goals of the resource
14 include per-skill time-allocation goals of the resource; and
15 means for selecting a determined resource that has a best
16 combined value of the business value and the value to the resource, to
17 serve the work item.

1 **29. (currently amended)** An apparatus for selecting a resource
2 for a work item, comprising:
3 means for determining available resources that possess skills
4 needed by the work item;
5 means for determining, for each of the determined resources, a
6 business value comprising a sum across all skills of a product of a skill
7 level of the resource in the skill and a skill weight of the work item for the
8 skill;
9 means for determining, for each of the determined resources, a
10 resource treatment value, the resource treatment value being a measure
11 of how the resource is meeting goals of the individual resource, the
12 resource treatment value comprising a sum across all of a plurality of
13 resource treatments of a product of a value of the resource for the
14 resource treatment and a weight of the work item for how much weight
15 said resource treatment has relative to others of the resource treatments
16 and how much weight the resource treatments have relative to a different
17 weight of the business value; and
18 means for selecting a determined resource that has a best
19 combined score of its business value and its resource treatment value, to
20 serve the work item.

1 **30. (previously amended)** An apparatus for selecting a work item
2 for a resource, comprising:
3 means for determining available work items that need skills

4 possessed by the resource;

5 means for determining, for each of the determined work items, a

6 business value of having the resource service the work item, the business

7 value being a measure of qualification of the resource for servicing the

8 work item based on skills of the resource and skill requirements of the

9 work item;

10 means for determining, for each of the determined work items, a

11 value to the work item of being serviced by the resource, the value to the

12 work item being a measure of how the work item is meeting goals of the

13 individual work item, wherein the goals of the work item include how long

14 the work item has been waiting for service, how long the work item may

15 have to wait for service, and how much the work item has exceeded its

16 target wait time; and

17 means for selecting a determined work item that has a best

18 combined value of the business value and the value to the work item to be

19 served by the resource.

1 31. **(currently amended)** An apparatus for selecting a work item

2 for a resource, comprising:

3 means for determining available work items that need skills

4 possessed by the resource;

5 means for determining, for each of the determined work items, a

6 business value comprising a sum across all skills of a product of a skill

7 level of the resource in the skill and a skill weight of the work item for the

8 skill;

9 means for determining, for each of the determined work items, a

10 work item treatment value, the work item treatment value being a measure

11 of how the work item is meeting goals of the individual work item, the work

12 item treatment value comprising a sum across all of a plurality of work

13 item treatments of a product of the value of the work item for the work item

14 treatment and a weight of the work item for how much weight said work
15 item treatment has relative to other work item treatments and how much
16 weight the work item treatments have relative to a different weight of the
17 business value; and

18 means for selecting a determined work item that has a best
19 combined score of its business value and work item treatment value, to be
20 served by the resource.

1 32. **(currently amended)** An arrangement for selecting a resource
2 for a work item, comprising;

3 an effector of determining available resources that possess skills
4 needed by the work item;

5 an effector, coupled to the effector of determining available
6 resources, of determining, for each of the determined resources, a
7 business value of having the resource service the work item, the business
8 value being a measure of qualification of the resource for servicing the
9 work item based on skills of the resource and skill requirements of the
10 work item;

11 an effector, coupled to the effector of determining available
12 resources, of determining, for each of the determined resources, a value
13 to the resource of servicing the work item, the value to the resource being
14 a measure of how serving the work item by the resource helps or hurts
15 goals of the individual resource, wherein the goals of the resource include
16 per-skill time-allocation goals of the resource; and

17 an effector, coupled to the effector of determining a business value
18 and the effector of determining a value to the resource, of selecting a
19 determined resource that has a best combined value of the business value
20 and the value to the resource, to serve the work item;

21 wherein said effectors are implemented by processor.

1 **33. (currently amended)** An arrangement for selecting a resource
2 for a work item, comprising:
3 an effector of determining available resources that possess skills
4 needed by the work item;
5 an effector, coupled to the effector of determining available
6 resources, of determining, for each of the determined resources, a
7 business value comprising a sum across all skills of a product of a skill
8 level of the resource in the skill and a skill weight of the work item for the
9 skill;
10 an effector, coupled to the effector of determining available
11 resources, of determining, for each of the determined resources, a
12 resource treatment value, the resource treatment value being a measure
13 of how the resource is meeting goals of the individual resource, the
14 resource treatment value comprising a sum across all of a plurality of
15 resource treatments of a product of a value of the resource for the
16 resource treatment and a weight of the work item for how much weight
17 said resource treatment has relative to others of the resource treatments
18 and how much weight the resource treatments have relative to a different
19 weight of the business value; and
20 an effector, coupled to the effector of determining a business value
21 and the effector of determining a resource treatment value, of selecting a
22 determined resource that has a best combined score of its business value
23 and its resource treatment value, to serve the work item;
24 wherein said effectors are implemented by processor.

1 **34. (currently amended)** An arrangement for selecting a work
2 item for a resource, comprising:
3 an effector of determining available work items that need skills
4 possessed by the resource;

5 an effector, coupled to the effector of determining available work
6 items, of determining, for each of the determined work items, a business
7 value of having the resource service the work item, the business value
8 being a measure of qualification of the resource for servicing the work item
9 based on skills of the resource and skill requirements of the work item;
10 an effector, coupled to the effector of determining available work
11 items, of determining, for each of the determined work items, a value to
12 the work item of being serviced by the resource, the value to the work item
13 being a measure of how the work item is meeting goals of the individual
14 work item, wherein the goals of the work item include how long the work
15 item has been waiting for service, how long the work item may have to
16 wait for service, and how much the work item has exceeded its target wait
17 time; and
18 an effector, coupled to the effector of determining a business value
19 and the effector of determining a value to the work item, of selecting a
20 determined work item that has a best combined value of the business
21 value and the value to the work item to be served by the resource;
22 wherein said effectors are implemented by processor.

1 **35. (currently amended)** An arrangement for selecting a work
2 item for a resource, comprising:
3 an effector of determining available work items that need skills
4 possessed by the resource;
5 an effector, coupled to the effector of determining available work
6 items, of determining, for each of the determined work items, a business
7 value comprising a sum across all skills of a product of a skill level of the
8 resource in the skill and a skill weight of the work item for the skill;
9 an effector, coupled to the effector of determining available work
10 items, of determining, for each of the determined work items, a work item
11 treatment value, the work item treatment value being a measure of how

12 the work item is meeting goals of the individual work item, the work item
13 treatment value comprising a sum across all of a plurality of work item
14 treatments of a product of the value of the work item for the work item
15 treatment and a weight of the work item for how much weight said work
16 item treatment has relative to others of the work item treatments and how
17 much weight the work item treatments have relative to a different weight of
18 the business value; and
19 an effector, coupled to the effector of determining a business value
20 and the effector of determining a work item treatment value, of selecting a
21 determined work item that has a best combined score of its business
22 value and work item treatment value, to be served by the resource;
23 wherein said effectors are implemented by processor.

1 36. **(previously amended)** A computer-readable medium
2 containing instructions which, when executed in a computer, cause the
3 computer to perform selection of a resource for a work item, comprising:
4 determining available resources that possess skills needed by the
5 work item;
6 for each of the determined resources, determining a business value
7 of having the resource service the work item, the business value being a
8 measure of qualification of the resource for servicing the work item based
9 on skills of the resource and skill requirements of the work item;
10 for each of the determined resources, determining a value to the
11 resource of servicing the work item, the value to the resource being a
12 measure of how serving the work item by the resource helps or hurts
13 goals of the individual resource, wherein the goals of the resource include
14 per-skill time-allocation goals of the resource; and
15 selecting a determined resource that has a best combined value of
16 the business value and the value to the resource, to serve the work item.

1 37. **(original)** The medium of claim 36 wherein:
2 determining a business value comprises
3 determining the business value weighted by a business value
4 weight corresponding to the work item;
5 determining a value to the resource comprises
6 determining the value to the resource weighted by a resource value
7 weight corresponding to the work item; and
8 selecting comprises
9 selecting a determined resource that has a best combined value of
10 the weighted business value and the weighted value to the resource.

1 38. **(original)** The medium of claim 37 wherein:
2 determining a business value comprises
3 determining a weighted business value as a product of (a) the
4 business value weight corresponding to the work item and (b) a sum of
5 products of a level of each said needed skill of the resource and a weight
6 of said needed skill of the work item; and
7 determining a value to the resource comprises
8 determining a weighted resource treatment value as a product of
9 (c) a resource treatment weight corresponding to the work item and (d) a
10 sum of products of each treatment of the resource and a weight of said
11 treatment of the resource.

1 39. **(original)** The medium of claim 38 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

1 40. **(original)** The medium of claim 39 wherein:
2 selecting comprises

3 selecting the determined resource that has a highest sum of the
4 weighted business value and the weighted resource treatment value.

1 41. **(original)** The medium of claim 38 wherein:
2 the resource treatments of a resource comprise a time since the
3 resource became available and a time that the resource has not spent
4 serving work items.

1 42. **(original)** The medium of claim 41 wherein:
2 the treatments of the resource further comprise a measure of an
3 effect that serving of the work item would have on a goal of the resource.

1 43. **(original)** The medium of claim 42 wherein:
2 the measure of the effect comprises a difference between (a) a
3 distance of an actual allocation of worktime of the resource among skills
4 from a goal allocation of the worktime of the resource among the skills and
5 (b) a distance of an estimated allocation of the worktime of the resource
6 among the skills if the resource serves the work item from the goal
7 allocation.

1 44. **(currently amended)** A computer-readable medium
2 containing instructions which, when executed in a computer, cause the
3 computer to perform selection of a resource for a work item, comprising:
4 determining available resources that possess skills needed by the
5 work item;
6 for each of the determined resources, determining a business value
7 comprising a sum across all skills of a product of a skill level of the
8 resource in the skill and a skill weight of the work item for the skill;
9 for each of the determined resources, determining a resource
10 treatment value, the resource treatment value being a measure of how the

11 resource is meeting goals of the individual resource, the resource
12 treatment value comprising a sum across all of a plurality of resource
13 treatments of a product of a value of the resource for the resource
14 treatment and a weight of the work item for how much weight said
15 resource treatment has relative to others of the resource treatments and
16 how much weight the resource treatments have relative to a different
17 weight of the business value; and
18 selecting a determined resource that has a best combined score of
19 its business value and its resource treatment value, to serve the work
20 item.

1 45. **(original)** The medium of claim 44 wherein:
2 the resource treatments of a resource comprise a time since the
3 resource became available, a time that the resource has spent not serving
4 work items, and a measure of an effect that serving the work item would
5 have on a goal of the resource.

1 46. **(original)** The medium of claim 44 wherein:
2 determining a business value comprises
3 determining a scaled business value comprising the business value
4 scaled by a first scaling factor that is common to all of the determined
5 resources;
6 determining a resource treatment value comprises
7 for each resource treatment, determining a scaled value of the
8 resource comprising the value of the resource for that resource treatment
9 scaled by a scaling factor that is common for that resource treatment to all
10 of the determined resources, and
11 determining a scaled resource treatment value comprising a sum,
12 scaled by a second scaling factor that is common to all of the determined
13 resources, across all resource treatments of a product of the scaled value

14 of the resource for the resource treatment and a weight of the work item
15 for the resource treatment; and
16 selecting comprises
17 selecting a determined resource that has a best sum of its scaled
18 business value and its scaled resource treatment value to serve the work
19 item.

1 47. **(original)** The medium of claim 46 wherein:
2 each scaling factor comprises a fraction having in its denominator a
3 maximum value of the value to which said scaling factor applies of any of
4 the resources.

1 48. **(previously amended)** A computer-readable medium
2 containing instructions which, when executed in a computer, cause the
3 computer to perform selection of a work item for a resource, comprising:
4 determining available work items that need skills possessed by the
5 resource;
6 for each of the determined work items, determining a business
7 value of having the resource service the work item, the business value
8 being a measure of qualification of the resource for servicing of the work
9 item based on skills of the resource and skill requirements of the work
10 item;
11 for each of the determined work items, determining a value to the
12 work item of being serviced by the resource, the value to the work item
13 being a measure of how the work item is meeting goals of the individual
14 work item, wherein the goals of the work item include how long the work
15 item has been waiting for service, how long the work item may have to
16 wait for service, and how much the work item has exceeded its target wait
17 time; and
18 selecting a determined work item that has a best combined value of

19 the business value and the value to the work item to be served by the
20 resource.

1 49. **(original)** The medium of claim 48 wherein:
2 determining business value comprises
3 determining the business value weighted by a business value
4 weight corresponding to the work item;
5 determining a value to the work item comprises
6 determining the value to the work item weighted by a work item
7 value weight corresponding to the work item; and
8 selecting comprises
9 selecting a determined work item that has a best combined value of
10 the weighted business value and the weighted value to the work item.

1 50. **(original)** The medium of claim 49 wherein:
2 determining a business value comprises
3 determining a weighted business value as a product of (a) the
4 business value weight corresponding to the work item and (b) a sum of
5 products of a level of each said needed skill of the resource and a weight
6 of said needed skill of the work item; and
7 determining a value to the work item comprises
8 determining a weighted work item treatment value as a product of
9 (c) a work item treatment weight corresponding to the work item and (d) a
10 sum of products of each treatment of the work item and a weight of said
11 treatment of the work item.

1 51. **(original)** The medium of claim 50 wherein:
2 the sums of products are scaled sums, and
3 the treatments are scaled treatments.

1 **52. (original)** The medium of claim 51 wherein:
2 selecting comprises
3 selecting the determined work item that has a highest sum of the
4 weighted business value and the weighted work item treatment value.

1 **53. (previously amended)** The medium of claim 56 wherein:
2 the work item treatments of a work item comprise a time that the
3 work item has been waiting for service and an estimated time that the
4 work item will have to wait for service.

1 **54. (previously amended)** The medium of claim 53 wherein:
2 the work item treatments of a work item further comprise a time by
3 which the work item has exceeded its target wait time.

1 **55. (original)** The medium of claim 53 wherein:
2 the estimated wait time that the work item will have to wait for
3 service comprises a product of (a) a ratio of a total number of work items
4 waiting for service and an average number of work items waiting for
5 service and (b) a sum of average wait times of individual said needed
6 skills each weighted by a ratio of the weight of said individual skill and a
7 sum of the weights of the needed skills.

1 **56. (currently amended)** A computer-readable medium
2 containing instructions which, when executed in a computer, cause the
3 computer to perform a selection of a work item for a resource, comprising:
4 determining available work items that need skills possessed by the
5 resource;
6 for each of the determined work items, determining a business

7 value comprising a sum across all skills of a product of a skill level of the
8 resource in the skill and a skill weight of the work item for the skill;
9 for each of the determined work items, determining a work item
10 treatment value, the work item treatment value being a measure of how
11 the work item is meeting goals of the individual work item, the work item
12 treatment value comprising a sum across all of a plurality of work item
13 treatments of a product of the value of the work item for the work item
14 treatment and a weight of the work item for how much weight said work
15 item treatment has relative to others of the work item treatments and how
16 much weight the work item treatments have relative to a different weight of
17 the business value; and
18 selecting a determined work item that has a best combined score of
19 its business value and work item treatment value, to be served by the
20 resource.

1 57. **(original)** The medium of claim 56 wherein:
2 the work item treatments of a work item comprise a time that the
3 work item has spent waiting to be serviced, an estimated time that the
4 item will spend waiting to be serviced, and a time by which the work item
5 has exceeded its target waiting time.

1 58. **(original)** The medium of claim 56 wherein:
2 determining a business value comprises
3 determining a scaled business value comprising the business value
4 scaled by a first scaling factor that is common to all of the determined
5 work items;
6 determining a work item treatment value comprises
7 for each work item treatment, determining a scaled value of the
8 work item comprising the value of the work item for that work item
9 treatment scaled by a scaling factor that is common for that work item

10 treatment to all of the determined work items, and
11 determining a scaled work item treatment value comprising a sum,
12 scaled by a second scaling factor that is common to all of the determined
13 work items, across all work item treatments of a product of the scaled
14 value of the work item for the work item treatment and a weight of the
15 work item for the work item treatment; and
16 selecting comprises
17 selecting a determined work item that has a best sum of its scaled
18 business value and its scaled work item treatment value, to be served by
19 the resource.

1 59. **(original)** The medium of claim 58 wherein:
2 each scaling factor comprises a fraction having in its denominator a
3 maximum value of the value to which said scaling factor applies of any of
4 the work items.

1 60. **(currently amended)** A method of selecting a work item for a
2 resource, comprising:
3 determining by processor available work items that need skills
4 possessed by the resource;
5 for each of the determined work items, determining by processor a
6 weighted business value of having the resource service the work item, as
7 a product of (a) the business value weight corresponding to the work item
8 and (b) a sum of products of a level of each said needed skill of the
9 resource and a weight of said needed skill of the work item, the business
10 value being a measure of qualification of the resource for servicing of the
11 work item based on skills of the resource and skill requirements of the
12 work item;
13 for each of the determined work items, determining by processor a
14 weighted value to the work item of being serviced by the resource, as a

15 product of (c) a work item treatment weight corresponding to the work item
16 and (d) a sum of products of each treatment of the work item and a weight
17 of said treatment of the work item, the value to the work item being a
18 measure of how the work item is treated compared to other work items
19 and treatment goals of the individual work item and comprising a time that
20 the work item has been waiting for service, a time by which the work item
21 has exceeded its target wait time, and an estimated time that the work
22 item will have to wait for service comprising a product of (e) a ratio of a
23 total number of work items waiting for service and an average number of
24 work items waiting for service and (f) a sum of average wait times of
25 individual said needed skills each weighted by a ratio of the weight of said
26 individual skill and a sum of the weights of the needed skills; and
27 selecting by processor a determined work item that has a best
28 combined value of the weighted business value and the weighted value to
29 the work item to be served by the resource.

1 61. **(previously added)** A computer-readable medium containing
2 instructions which, when executed in a computer, cause the computer to
3 perform selection of a work item for a resource, comprising:
4 determining available work items that need skills possessed by the
5 resource;
6 for each of the determined work items, determining a weighted
7 business value of having the resource service the work item, as a product
8 of (a) the business value weight corresponding to the work item and (b) a
9 sum of products of a level of each said needed skill of the resource and a
10 weight of said needed skill of the work item, the business value being a
11 measure of qualification of the resource for servicing of the work item
12 based on skills of the resource and skill requirements of the work item;
13 for each of the determined work items, determining a value to the
14 work item of being serviced by the resource, as a product of (c) a work

15 item treatment weight corresponding to the work item and (d) a sum of
16 products of each treatment of the work item and a weight of said treatment
17 of the work item, the value to the work item being a measure of how the
18 work item is treated compared to other work items and treatment goals of
19 the individual work item and comprising a time that the work item has
20 been waiting for service, a time by which the work item has exceeded its
21 target wait time, and an estimated time that the work item will have to wait
22 for service comprising a product of (e) a ratio of a total number of work
23 items waiting for service and an average number of work items waiting for
24 service and (f) a sum of average wait times of individual said needed skills
25 each weighted by a ratio of the weight of said individual skill and a sum of
26 the weights of the needed skills; and
27 selecting a determined work item that has a best combined value of
28 the weighted business value and the weighted value to the work item to be
29 served by the resource.